

### **USPS Report on PRC Rate and Service Inquiries for July 2015**

The Postal Regulatory Commission referred 82 inquiries to the Postal Service in July, 2015. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (74) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (8) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (0) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **White House Website Highlights Handwritten Letters**



The White House has introduced a [website](#) to highlight handwritten letters to President Obama, along with stories about the writers.

The first featured letter comes from Natoma Canfield, a cancer survivor in Ohio who [wrote](#) about her experiences in the health care system.

Another letter comes from Kathy Kahn and Julie Johnson, a married couple in California who praised the colored lights used to decorate the White House after the Supreme Court's recent same-sex marriage ruling.

"We are writing to say how deeply moved we both were when we saw pictures of the White House lit up in rainbow colors," the women wrote. "Talk about feeling validated!"

The site, which features a stamp-like image of the White House, includes the mailing address and instructions on submitting correspondence to the president.